

AMENDMENTS TO THE CLAIMS

This listing of claims will replace all prior versions and listings of claims in the application:

Listing of Claims:

1. (Currently amended) A relationship management system, comprising:
 - a first database that stores a plurality of user collections, each user collection including one or more first contact files, with the different contact files within a particular user collection having data pertaining to different contacts each first contact file including contact data that is unique to a particular one of the first contact files;
 - a second database that stores a firm collection, the firm collection including a multiplicity of further plurality of second contact files, wherein each of the multiplicity of further contact files within the firm collection has each second contact file having at least a portion of data associated in common with one of the contacts for which a contact file exists within at least one of the plurality of user collections first contact files; and
 - an administration routine stored in a memory and adapted to be executed on a processor to detect a change made to the common data of one of the first contact files associated with a particular contact within one or more of the plurality of user collections, and to send a message including the change to a data administrator interface, and, in response to the message, to at least one of approve, reject, or follow up on the change from the data administrator interface;
wherein approving the change prompts the administration routine to make a corresponding the change to the further common data of the corresponding second contact file associated with the particular contact within the firm collection and to make the change to the common data of the remaining user collections.

2. (Currently amended) The relationship management system of claim 1, further including a user collection change routine adapted to make a change to the common data of a contact file associated with the particular contact within a second one of the user collections based on the change made to the further common data of the corresponding second contact file associated with the particular contact within the firm collection.

3. (Original) The relationship management system of claim 2, wherein the administration routine is further adapted to provide a message to a firm administrator reflecting the nature of the detected change made to one of the contact files associated with a particular contact within one or more of the plurality of user collections.

4. (Currently amended) The relationship management system of claim 3, wherein the administration routine is further adapted to enable the firm administrator to accept or reject the corresponding detected change before the administration routine makes the corresponding change to the further common data of the corresponding second contact file associated with the particular contact within the firm collection.

5. (Original) The relationship management system of claim 3, wherein the administration routine includes a rule database that stores rules pertaining to the manner in which the detected change is to be processed.

6. (Original) The relationship management system of claim 5, wherein the rules are changeable by the administrator.

7. (Original) The relationship management system of claim 2, wherein the administration routine is further adapted to process the detected change to detect a suspected error within the detected change.

8. (Currently amended) The relationship management system of claim 7, wherein the administration routine is further adapted to provide a message to a firm administrator reflecting the nature a description of the suspected error within the detected change.

9. (Original) The relationship management system of claim 2, wherein each of the user collections includes a change attribute that specifies a manner in which a change made to the firm collection is to be reflected within the user collection.

10. (Original) The relationship management system of claim 9, wherein the change attribute, when set to a first value, specifies that a change to the firm collection is to be automatically made to the user collection.

11. (Original) The relationship management system of claim 9, wherein the change attribute, when set to a first value, specifies that a change to the firm collection is to be reported to a user having access to the user collection for which the change attribute exists.

12. (Original) The relationship management system of claim 9, wherein the change attribute, when set to a first value, specifies that a change to the firm collection is to be accepted by the user having access to the user collection for which the change attribute exists before being made to the user collection for which the change attribute exists.

13. (Original) The relationship management system of claim 2, wherein each of the user collections includes a visibility field that specifies if a change made to a contact file within the user collection is to be shared with the firm collection.

14. (Original) The relationship management system of claim 13, wherein each of the contact files includes a plurality of contact information fields and wherein the visibility flag specifies a visibility of one of the contact information fields.

15. (Original) The relationship management system of claim 13, wherein each of the contact files includes a plurality of contact information fields and wherein the visibility flag specifies a visibility of an entire contact file.

16. (Currently amended) The relationship management system of claim 2, wherein the administration routine is further adapted to process the detected change to detect the addition of a the first contact file for a contact within one of the user collections for which ~~a further~~ the second contact file already exists within the firm collection.

17. (Original) The relationship management system of claim 2, wherein the administration routine is further adapted to process the detected change to detect a user request for an administrator to make a change to the firm collection.

18. (Withdrawn) A relationship management system adapted to be used with a processor, a memory and a display device, comprising:

a computer readable medium;

a database storage routine stored on the computer readable medium and adapted to be executed on the processor to store, within the memory, contact information for each of a plurality of contacts, wherein the database storage routine is adapted to store a different contact file for a particular contact within each of a number of user collections with each of the number of user collections being accessible by a different user, and to store another contact file for the particular contact within a firm collection;

a display routine stored on the computer readable medium and adapted to be executed on the processor to display the contact information for the particular contact in each of the contact files within the user collections to the different users having access to the user collections; and

a change management routine stored on the computer readable medium and adapted to be executed on the processor to provide a change made to the contact information within the contact file for the particular contact within a first one of the user collections to the another contact file for the particular contact within the firm collection and to provide the change made to the another contact file for the particular contact within the firm collection to the contact file for the particular contact within a second one of the user collections.

19. (Withdrawn) The relationship management system of claim 17, wherein the change management routine is adapted to automatically make the change made to the contact information within the contact file for the particular contact within the first one of the user collections to the another contact file for the particular contact within the firm collection.

20. (Withdrawn) The relationship management system of claim 17, wherein the change management routine is adapted to notify the user that has access to the second one of the user collections of the change made to the firm collection.

21. (Withdrawn) The relationship management system of claim 17, wherein the change management routine is adapted to automatically make the change to the contact file for the particular contact within the second user collection when the change is made to the contact file for the particular contact within the firm collection and to notify the user having access to the second user collection of the change made to second user collection.

22. (Withdrawn) The relationship management system of claim 17, wherein the change management routine is adapted to notify the user having access to the second user collection of the change made to the firm collection and to enable the user having access to the second user collection to select whether or not the change management routine is to make the change to the second user collection.

23. (Withdrawn) The relationship management system of claim 17, wherein the change management routine includes a reporting routine that provides an indication of the change made to the contact file for the particular contact within the first one of the user collections to an administrator.

24. (Withdrawn) The relationship management system of claim 0, wherein the reporting routine provides the administrator with the ability to accept the change to be made to the another contact file for the particular contact within the firm collection before the change is made to the another contact file for the particular contact within the firm collection.

25. (Withdrawn) The relationship management system of claim 0, further including a filter that processes the change made to the contact file for the particular contact within the first one of the user collections to detect suspected errors within the change.

26. (Withdrawn) The relationship management system of claim 0, wherein the filter includes a rule database that stores rules and an expert engine that applies the rules to the change made to the contact file for the particular contact within the first one of the user collections to determine a manner of dealing with the change.

27. (Withdrawn) A method of storing information pertaining to a plurality of contacts in a relationship management system used by a multiplicity of users, comprising:

creating a user collection for each of the multiplicity of users;

creating a firm collection;

storing a contact file for a particular contact within each of a number of the user collections;

storing a contact file for the particular contact within the firm collection;

recognizing a change made to the contact file for the particular contact within one of the user collections;

providing the change made to the contact file for the particular contact within the one of the user collections to the firm collection to be reflected within the contact file for the particular contact within the firm collection.

28. (Withdrawn) The method of claim 0, further including providing the change made to the contact file for the particular contact within the firm collection to another one of the user collections.

29. (Withdrawn) The method of claim 0, wherein the step of providing the change made to the contact file for the particular contact within the one of the user collections to the firm collection includes notifying an administrator of the change.

30. (Withdrawn) The method of claim 0, wherein the step of providing the change made to the contact file for the particular contact within the one of the user collections to the firm collection includes enabling the administrator to accept or reject the change to be made to the firm collection.

31. (Withdrawn) The method of claim 0, wherein the step of providing the change made to the contact file for the particular contact within the one of the user collections to the firm collection includes analyzing the change to detect potential errors.

32. (Withdrawn) The method of claim 0, wherein the step of providing the change made to the contact file for the particular contact within the one of the user collections to the firm collection includes storing a set of changeable rules used to analyze the change.

33. (Withdrawn) The method of claim 0, wherein the step of providing the change made to the contact file for the particular contact within the one of the user collections to the firm collection includes analyzing the change to detect the addition of a contact file for a contact for which a contact file already exists within the firm collection.

34. (Withdrawn) The method of claim 0, wherein the step of providing the change made to the contact file for the particular contact within the firm collection to another one of the user collections includes automatically making the change to the another one of the user collections.

35. (Withdrawn) The method of claim 0, wherein the step of providing the change made to the contact file for the particular contact within the firm collection to another one of the user collections includes enabling the user having access to the another one of the user collections to accept or reject the change to the another one of the user collections.

36. (Withdrawn) The method of claim 0, further including enabling the user having access to the another one of the user collections to specify the manner in which a change is to be made to the another one of the user collections based on a change being made to the firm collection.

37. (Currently amended) A relationship management system, comprising:
a database that stores a plurality of user collections, each user collection including one or more first contact files, with the different first contact files within a particular user collection having data pertaining to a different contacts, the database further storing a firm collection, the firm collection including a multiplicity of furthersecond contact files, wherein each of the multiplicity of furthersecond contact files within the firm collection has data associated with one of the contacts for which a first contact file exists within at least one of the plurality of user collections; and

an administration routine stored in a memory and adapted to be executed on a processor to detect a change made to one of the first contact files associated with a particular contact within one or more of the plurality of user collections, and to send a message including the change to a data administrator interface, and, in response to the message, to at least one of approve, reject, or follow up on the change from the data administrator interface;
wherein approving the change prompts the administration routine to make a corresponding the change to the further the corresponding second contact file associated with the particular contact within the firm collection.

38. (Currently amended) The relationship management system of claim 37, further including a user collection change routine adapted to make a change to common data of a first contact file associated with the particular contact within a second one of the user collections based on the change made to the further common data of the corresponding second contact file associated with the particular contact within the firm collection.

39. (Currently amended) The relationship management system of claim 38, wherein the administration routine is further adapted to provide a the message to a firm administrator at the data administrator interface, the message reflecting the nature of the detected change made to one of the contact files associated with a particular contact within one or more of the plurality of user collections.

40. (Currently amended) The relationship management system of claim 39, wherein the administration routine is further data administrator interface is adapted to enable the firm administrator to accept or reject the corresponding detected change before the administration routine makes the corresponding change to the further common data of the corresponding second contact file associated with the particular contact within the firm collection.

41. (Original) The relationship management system of claim 39, wherein the administration routine includes a rule database that stores rules pertaining to the manner in which the detected change is to be processed.

42. (Original) The relationship management system of claim 41, wherein the rules are changeable by the administrator.

43. (Original) The relationship management system of claim 38, wherein the administration routine is further adapted to process the detected change to detect a suspected error within the detected change.

44. (Currently amended) The relationship management system of claim 43, wherein the administration routine is further adapted to provide a message to a firm administrator reflecting the nature a description of the suspected error within the detected change.

45. (Original) The relationship management system of claim 38, wherein each of the user collections includes a change attribute that specifies a manner in which a change made to the firm collection is to be reflected within the user collection.

46. (Original) The relationship management system of claim 45, wherein the change attribute, when set to a first value, specifies that a change to the firm collection is to be automatically made to the user collection.

47. (Original) The relationship management system of claim 45, wherein the change attribute, when set to a first value, specifies that a change to the firm collection is to be reported to a user having access to the user collection for which the change attribute exists.

48. (Original) The relationship management system of claim 45, wherein the change attribute, when set to a first value, specifies that a change to the firm collection is to be accepted by the user having access to the user collection for which the change attribute exists before being made to the user collection for which the change attribute exists.

49. (Original) The relationship management system of claim 38, wherein each of the user collections includes a visibility field that specifies if a change made to a contact file within the user collection is to be shared with the firm collection.

50. (Original) The relationship management system of claim 49, wherein each of the contact files includes a plurality of contact information fields and wherein the visibility flag specifies a visibility of one of the contact information fields.

51. (Original) The relationship management system of claim 49, wherein each of the contact files includes a plurality of contact information fields and wherein the visibility flag specifies a visibility of an entire contact file.

52. (Currently amended) The relationship management system of claim 38, wherein the administration routine is further adapted to process the detected change to detect the addition of a the first contact file for a contact within one of the user collections for which ~~a further~~ the second contact file already exists within the firm collection.

53. (Original) The relationship management system of claim 38, wherein the administration routine is further adapted to process the detected change to detect a user request for an administrator to make a change to the firm collection.

54. (Currently amended) A relationship management system, comprising:
a database that stores a plurality of first and second contact files, ~~with the contact files wherein each of the first contact files includes having data pertaining to a different contacts and each of the second contact files includes data in common with a corresponding first contact file~~; and

an administration routine stored in a memory and adapted to be executed on a processor to detect a change made to one of the first contact files associated with a particular contact, wherein the administration routine is further adapted to provide a message to a firm administrator ~~reflecting the nature of including~~ the detected change made to one of the contact files associated with a particular contact, ~~the firm administrator at least one of approving, rejecting, or following up on the change~~;

~~wherein approving the change prompts the administration routine to make the change to the data in common with the corresponding first contact file.~~

55. (Canceled)

56. (Original) The relationship management system of claim 54, wherein the administration routine includes a rule database that stores rules pertaining to the manner in which the detected change is to be processed.

57. (Original) The relationship management system of claim 56, wherein the rules are changeable by the firm administrator.

58. (Original) The relationship management system of claim 54, wherein the administration routine is further adapted to process the detected change to detect a suspected error within the detected change.

59. (Original) The relationship management system of claim 58, wherein the administration routine is further adapted to provide a message to a firm administrator reflecting the nature of the suspected error within the detected change.

60. (Withdrawn) A relationship management system adapted to be used with a processor, a memory and a display device, comprising:

a computer readable medium;

a database storage routine stored on the computer readable medium and adapted to be executed on the processor to store, within the memory, contact information for each of a plurality of contacts, wherein the database storage routine is adapted to store a different contact file for each of a plurality of contacts;

a display routine stored on the computer readable medium and adapted to be executed on the processor to display the contact information for one or more of the contacts; and

a change management routine stored on the computer readable medium and adapted to be executed on the processor to detect a change made to one or more of the contact files.

61. (Withdrawn) The relationship management system of claim 0, further comprising an administration routine stored on the computer readable medium, wherein the change management routine is adapted to provide a message to the administration routine reflecting the nature of the detected change made to one or more of the contact files.

62. (Withdrawn) The relationship management system of claim 0, wherein the administration routine is further adapted to enable a firm administrator to accept or reject the change made to one or more of the contact files.

63. (Withdrawn) The relationship management system of claim 0, wherein the administration routine includes a rule database storage routine stored on the computer readable medium and adapted to be executed on the processor to store, within the memory, rules pertaining to the manner in which the detected change is to be processed.

64. (Withdrawn) The relationship management system of claim 0, wherein the rules are changeable by the firm administrator.

65. (Withdrawn) The relationship management system of claim 0, wherein the administration routine is further adapted to process the detected change to detect a suspected error within the detected change.

66. (Withdrawn) The relationship management routine of claim 0, wherein the administration routine is further adapted to provide a message to a firm administrator reflecting the nature of the suspected error within the detected change.

67. (Currently amended) A relationship management system, comprising:
a first database that stores a plurality of first and second user collections, each user collection including one or more contact files, with the different contact files within a particular each user collection having data pertaining to different contacts; and

a second database that stores a firm collection, the firm collection including a multiplicity of further duplicate contact files, wherein each of the multiplicity of further duplicate contact files within the firm collection has data associated with one of the contacts for which a contact file exists within at least one of the plurality of first and second user collections;

wherein the first user collection stores at least one contact file associated with a particular contact, the second user collection stores at least one contact file associated with the particular contact, and the firm collection stores the duplicate contact file associated with the particular contact file stored within the first and second user collections;

an administration routine, wherein the administration routine detects when a change is made to the at least one contact file associated with the particular contact within the first user collection;

wherein the first database provides a message to the administration routine reflecting the nature of the change made to the at least one contact file associated with the particular contact within the first user collection;

wherein, in response to the message to the administration routine, the administration routine provides a message to a firm administrator reflecting the nature of the change made to the at least one contact file associated with the particular contact within the first user collection;

wherein the firm administrator accepts or rejects the change based on the nature of the change;

wherein, upon accepting the change based on the nature of the change, the administration routine makes a corresponding change to the duplicate contact file associated with the particular contact within the firm collection; and

wherein, upon accepting the change based on the nature of the change, the administration routine makes the corresponding change to the particular contact within the second user collection.

68. (Canceled)

69. (Currently amended) The relationship management system of claim 067, wherein each user collection is accessible by a different user and further comprising a display routine stored on a computer-readable medium, wherein the display routine is adapted to display the data pertaining to different contacts stored within each user collection to the user having access to the user collection.

70. (Original) The relationship management system of claim 0, wherein the firm collection is administered by a firm administrator.

71. - 73. (Canceled)

74. (Original) The relationship management system of claim 0, wherein each of the user collections includes a change attribute that specifies a manner in which a change made to the firm collection is to be reflected within the user collection.

75. (Original) The relationship management system of claim 74, wherein the change attribute, when set to a first value, specifies that a change to the firm collection is to be automatically made to the user collection.

76. (Original) The relationship management system of claim 74, wherein the change attribute, when set to a first value, specifies that a change to the firm collection is to be reported to a user having access to the user collection for which the change attribute exists.

77. (Original) The relationship management system of claim 74, wherein the change attribute, when set to a first value, specifies that a change to the firm collection is to be accepted by the user having access to the user collection for which the change attribute exists before being made to the user collection for which the change attribute exists.

78. (Original) The relationship management system of claim 0, wherein each of the user collections includes a visibility field that specifies if a change made to a contact file within the user collection is to be shared with the firm collection.

79. (Original) The relationship management system of claim 78, wherein each of the contact files includes a plurality of contact information fields and wherein the visibility flag specifies a visibility of one of the contact information fields.

80. (Original) The relationship management system of claim 78, wherein each of the contact files includes a plurality of contact information fields and wherein the visibility flag specifies a visibility of an entire contact file.

81. (Withdrawn) A relationship management system adapted to be used with a processor, a memory and a display device, comprising:

 a computer readable medium;
 a database storage routine stored on the computer readable medium and adapted to be executed on the processor to store, within the memory, contact information for each of a plurality of contacts, wherein the database storage routine is adapted to store a different contact file for a particular contact within each of a number of user collections with each of the number of user collections being accessible by a different user, and to store another contact file for the particular contact within a firm collection; and

a display routine stored on the computer readable medium and adapted to be executed on the processor to display the contact information for the particular contact in each of the contact files within the user collections to the different users having access to the user collections.

82. (Withdrawn) The relationship management system of claim 80, wherein the database storage routine is further adapted to provide a change made to the contact information within the contact file for the particular contact within a first one of the user collections to the another contact file for the particular contact within the firm collection and to provide the change made to the another contact file for the particular contact within the firm collection to the contact file for the particular contact within a second one of the user collections.

83. (Withdrawn) The relationship management system of claim 0, further comprising a reporting routine stored on the computer readable medium and adapted to be executed on the processor to provide an indication of the change made to the contact file for the particular contact within the first one of the user collections to an administrator.

84. (Withdrawn) The relationship management system of claim 0, wherein the reporting routine is further adapted to provide the administrator with the ability to accept the change to be made to the another contact file for the particular contact within the firm collection before the change is made to the another contact file for the particular contact within the firm collection.